Improving Student Success in Allied Health Programs at UAA

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A Little Introduction

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As a lifelong Alaskan, Hernandez has spent the entirety of her professional career working in health programs for the University of Alaska Anchorage (UAA). Hernandez started her career in student services working with a high school summer program for youth interested in health careers. Since then, she has been committed to promoting the development of health programs in both rural and urban settings.

Hernandez currently works full-time for the UAA School of Allied Health as a Student Success Coordinator. She recruits students for Allied Health programs, provides academic advising to new and continuing students, and organizes division-wide K-12 outreach efforts to promote health careers. She also helps coordinate summer opportunities for middle and high school students interested in health occupations.
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Presentation Overview

- Project History
- Identification of Barriers
- Development of Goals
- Implementation
- Words of Wisdom
In more than 250 locations, UA has over 4200 health-focused students at all levels (pre-majors, trainees to doctoral); about 1200 complete their programs each year.
Denali Trainee Success Project

Where it all started...

- Funded by the Denali Commission since 2004 as part of a larger project to develop distance delivered health programs in Alaska
- Collaborative University of Alaska project
- Project based on a “Grow Our Own” philosophy
- More than 1300 individuals were trained in years 1-6
- Project currently in “Sunset Phase”; funding to end June 30, 2014
A little bit of history

Why it all started...

- Denali Commission funding supported migration of face-to-face courses and the development of new course to an online format.
- The UA system forged a statewide marketing effort to enroll students
- BUT... Enrollment ≠ Student Success
Identification of Barriers

- Root Cause Analysis
  - Conducted in 2006
  - Interview of students, faculty, and community stakeholders
  - Resulted in the identification of barriers to student success
Identified Barriers

1. Students who register late may be too behind to succeed
2. Students may not feel like the system is prepared to support them
3. Students don’t know how to access technology based services
4. Meaningful resources are not dedicated to student support
5. Tutoring services inadequate
6. Support services for students on main campus are insufficient
7. Remote/Native students need greater support
8. Advising is difficult
9. There is no bridge between rural communities and the UA system

**Conclusion:** Insufficient Support Services for UA’s at-distance students
Bethel, Alaska
Student Demographics

- Almost all were from rural Alaska
- Most were non traditional students
- Most were working full-time as a health care provider
- High employee turnover
- Students had a vast difference in educational backgrounds,
  and technical abilities
- Most were did not understand the university language or culture
- Physical location outside of campus ‘territory’
Our Goals

- Provide a suite of support services to enable allied health students to be successful.
- Act as a supplemental instructional system for students.
- Collaborate with coordinators around the State
- **Enhance the academic success of students**
Goal 1

Provide personalized support for targeted remote students in order to enhance their engagement in the university community and support their retention and completion.
Goal 2

Provide advising services to help remote students successfully enroll and register, and progress through their chosen health course of study.
Goal 3

Assist remote students with technology by troubleshooting, coaching, and referring to other available supports
Goal 4

Identify system issues
Goal 5

Identify potential remote health career students
UAA Allied Health Sciences offers distance delivered Occupational Endorsement Certificates in the following program areas:

- Pharmacy Technology
- Limited Radiography
- Phlebotomy and Clinical Assisting

Our distance-delivered programs offer students:

- Preparation for high demand job fields
- Access to education regardless of location. Course material available anytime, anywhere the Internet is connected
- Flexibility in course scheduling
- Commitment by faculty and staff for educational excellence and student success
- Completion in 1-2 years; all OECs are 20 academic credits or under

Join us in Anchorage, or prepare for a career without having to leave home

Our on-campus programs offer students:
- Preparation for entry-level health careers
- Option to live and study at UAA's main campus in Anchorage
- Hands-on experience: student work alongside health professionals in real work settings
- On-campus courses available in the following areas:
  - Medical Laboratory Technology
  - Radiologic Technology
  - Dental Assisting and Dental Hygiene
  - Medical Assisting
  - Fire and Emergency Services

Our distance-delivered programs offer students:
- Preparation for entry-level health careers
- Access to education regardless of location
- Access to courses anytime, anywhere the Internet is connected
- Distance-delivered courses available in the following areas:
  - Pharmacy Technology
  - Dental Assisting
  - Limited Radiography
  - Radiologic Technology

Explore your Opportunities
with the Community and Technical College, Allied Health Sciences Division of UAA

Health Education
Pharmacy Technician
LIVE. LEARN. ONLINE.
Advice for Advisors and Coaches

- Develop a sense of community
- Be an advocate
- Be proactive
- Become a ‘maven’
- Promote self-sufficiency
- Remember: Success can be facilitated, but cannot be created
Contact Information

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